

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, June 5, 2019

1:00 PM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

May 1, 2019

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

A. [19-00146](#) Receipt of Correspondence

Sponsors: Customer Service

Attachments: [Artelle Gandy](#)

B. [19-00150](#) Receipt of Correspondence

Sponsors: Peckinpaugh

Attachments: [04.DWSD_CustomerAssistancePrograms_Kicker_5.5x8.5_Final](#)
[05.DWSD_Delinquent-Postcard_Final](#)

7. UNFINISHED BUSINESS

None

8. NEW BUSINESS

A. [19-00151](#) DWSD Benchmark Poll - Compass Strategies

Sponsors: Customer Service

Attachments: [DWSD Benchmark Poll Final](#)

B. [19-00163](#) Service Interruptions Report

Sponsors: Customer Service

Attachments: [Service Interruption Summary 2019 05 31 19](#)

C. [19-00164](#) Metrics

Sponsors: Customer Service

Attachments: [Metrics-5.31](#)

D. [19-00175](#) Web Portal Upgrades

Sponsors: Customer Service

Attachments: [CSC Web Portal Upgrades](#)

E. Planning Calendar (17-0127)

9. OTHER MATTERS

10. NEXT MEETING

11. ADJOURNMENT